



## Code of Practice on Payment of Bills

Last Updated 22/04/24

## Payment of Bills

Share Energy will issue an electricity bill to its credit meter customers monthly. The bill will show the amount of electricity you have used in the previous month, the tariff you are on, the payments you have made, and the total cost of that consumption.

Share Energy customers with a Prepayment Meter will receive an annual statement showing their tariff, consumption and details of payments made.

You can view your bill/statement through any of the channels Share Energy has available, (Online, Email, App, Post).

In all your dealings with Share Energy we will always remain professional, fair, considerate, and courteous and try to help our customers overcome any temporary or longer-term financial difficulties.

### 1.1. Tell us your payment concerns

If you are concerned or experiencing difficulties with paying your electricity bills, we are here to help.

The team at Share Energy are trained to help you. In order for us to help, please get in contact with us on our freephone **0808 304 9870** and be open and honest about your circumstances.

Share Energy will work with you in all cases to come to an agreement that works for all based on your ability to pay. Where required – and with your consent – we will work with 3<sup>rd</sup> parties and agencies to ensure a satisfactory resolution. But it doesn't stop there. We will keep a check on your account to ensure you are managing and if needed re-evaluate payment terms and amounts to ensure it is manageable.

If you are on a debt repayment plan, and are experiencing difficulties please contact us and we will work with you to try to find a solution that suits your circumstances.



### 1.2. Ways in which we can help

There are a number of ways Share Energy can help you manage any payment issues:

- Provide Various Payment Options
  - Online
  - Pay by Debit/Credit Card
  - Cheque/Bank Draft
  - Direct Debit
  - Prepayment via a Prepayment Meter
- Pro-Actively monitor all our customer accounts – Share Energy will pro-actively monitor all our customer accounts. This will also include customers who have entered into payment plans and repayment agreements. You can also contact Share Energy if you experience any difficulties with your repayment plan.
- Share Energy will agree a payment plan based on your circumstances and ability to pay. If the agreed payment plan is not met, we may install a Prepayment Meter to collect debt where it is safe and practical to do so. When setting the meter, we will take into account your ability to pay and will recover no more than a maximum of 40% of each top up. For further information on prepayment meters, please refer to our Codes of Practice on service for prepayment meter customers.

### Support Agencies

If you have any concerns about approaching Share Energy or the level of repayment, why not contact one of the agencies listed below. They may be able to help:

### Advice NI

Advice NI provides free and confidential advice on benefits, money, debt, cost of living, family and more to people who need it most.



Forest View, Purdy's Lane,  
Newtownbreda, Belfast, BT8 7AR.

Web: [www.adviceni.net](http://www.adviceni.net)

Email: [advice@advniceni.net](mailto:advice@advniceni.net)

Tel: 0800 9154604

### Consumer Council for Northern Ireland

The Consumer Council for Northern Ireland provide free, independent support and advice for all consumers and businesses in Northern Ireland. They also have powers to investigate complaints about energy, water, transport and postal services and undertake research to understand local consumer issues.

If you are still unhappy with your payment plan or discussions with Share Energy, you can contact the Consumer Council for further advice.

Web: [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

Email: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)

Tel: 0800 121 6022

**By Post:** The Consumer Council, Floor 3, Seatem House,  
28-32 Alfred Street, Belfast, BT2 8EN

If the Consumer Council is unable to help with your billing complaint, you can also raise the issue to the Utility Regulator by calling **028 9031 1575** or email [info@uregni.gov.uk](mailto:info@uregni.gov.uk)

## 1.3. Energy Efficiency

We may be able to help you save further through more efficient use of electricity. For more information on this please refer to our "Efficient Use of Electricity" code of practice.

